Connor Meeks

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Experience

Data Scientist
Stryker, Orthopedic Commercial Operations   Aug 2023 - Present

- Rebuilt a customer service dashboard to monitor performance for over 350 reps. Used Azure Data Factory and Power Automate to save hours per day in manual maintenance.

Data Analyst
FedEx, Business Intelligence and Analytics   May 2022 - Aug 2023

- Analyzed Salesforce comments using natural language processing (NLP) techniques to provide recommendations resulting in a 14% increase in service level agreements.
- Utilized unsupervised LDA topic modeling to classify 83% of uncategorized customer requests (18k per year) into categories increasing triage accuracy and resolution rates.
- Developed data pipelines to consolidate data from multiple sources, created business intelligence dashboards, and automated reporting for sales and operational initiatives.

Software Developer
FedEx, Financial Information Technology   Aug 2019 - May 2022

- Migrated all financial software supporting $2B in annual revenue from on premise systems to cloud infrastructure increasing reliability and performance by 50%.
- Resolved 200 production incidents, security vulnerabilities and deprecated libraries.
- Developed data pipelines to integrate third party tools for accounting and tax reporting.

Business Analyst
FedEx, Operations Analysis and Service Improvement   May 2018 - Aug 2019

- Served as a project manager between operations, engineering and customers to implement supply chain enhancements securing $150M in revenue.
- Gathered data, analyzed dashboards and reported on multiple global process improvement initiatives targeting on time delivery performance.

Education

Bachelor of Science, Electrical Engineering
Christian Brothers University, GPA: 3.82   Aug 2014 - May 2018

Skills

- SQL, Power BI, DAX, Python, Java, Pandas, PySpark, Jupyter, Databricks, Git, Linux, Tomcat, Maven, Microsoft Azure, Google Cloud Platform, Oracle Cloud, Excel, PowerPoint